

Communications Survey

SURVEY RESPONSE REPORT

16 April 2024 - 21 June 2024

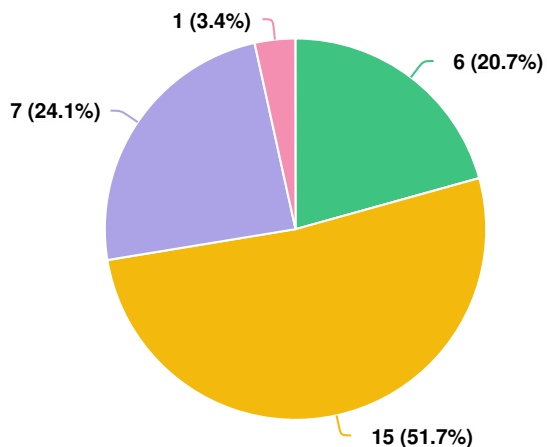
PROJECT NAME:

Communication and Community Engagement



SURVEY QUESTIONS

Q1 What is your postal code?



Question options

- LOC 1H0
- LOK 1A0
- L0E 1E0
- Other

Mandatory Question (29 response(s))
Question type: Radio Button Question

Q2 | If other, what is your postal code?

[REDACTED]

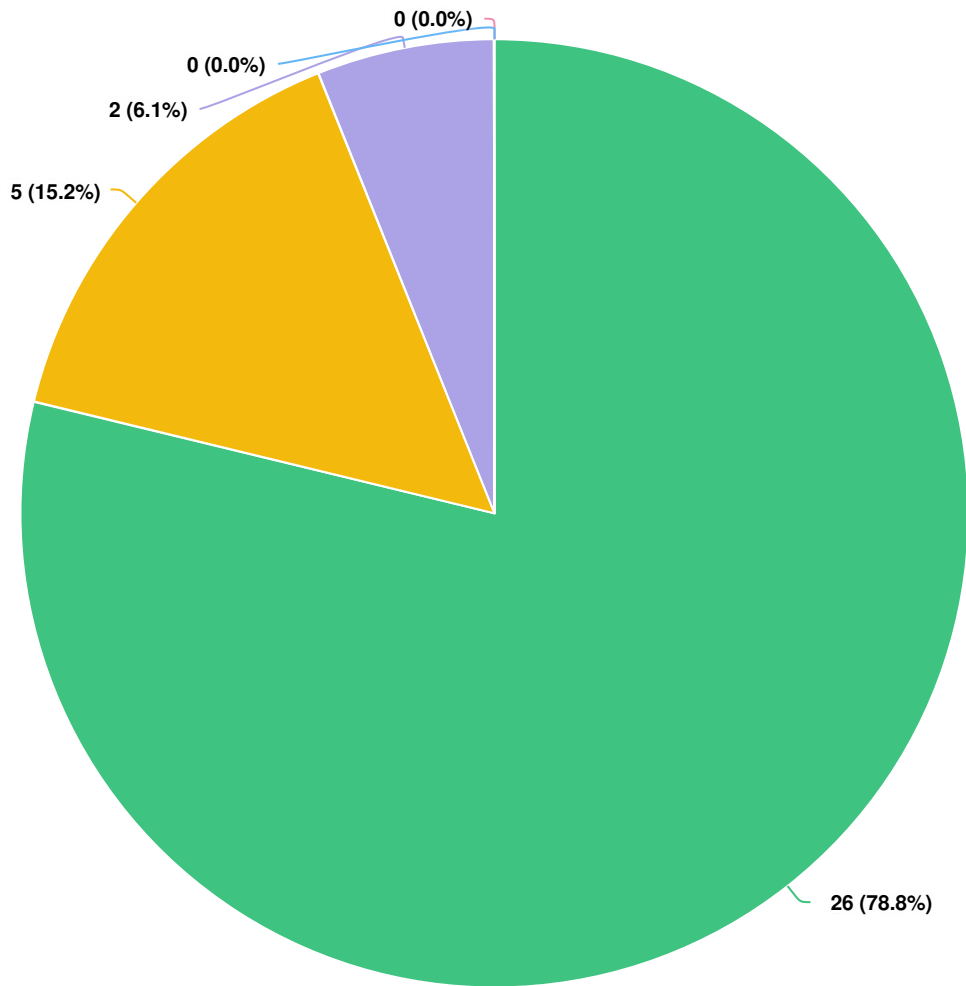
L9L 1B3

5/28/2024 11:26 AM

Optional question (1 response(s), 32 skipped)

Question type: Single Line Question

Q3 Which of the following best describes you?



Question options

- Brock Resident
- Resident and Business Owner
- Other
- Brock Seasonal Resident
- Brock Business Owner

Mandatory Question (33 response(s))
Question type: Radio Button Question

Q4 | If other, please describe

Anonymous

5/07/2024 12:17 PM

Work and volunteer in Beaverton

[REDACTED]

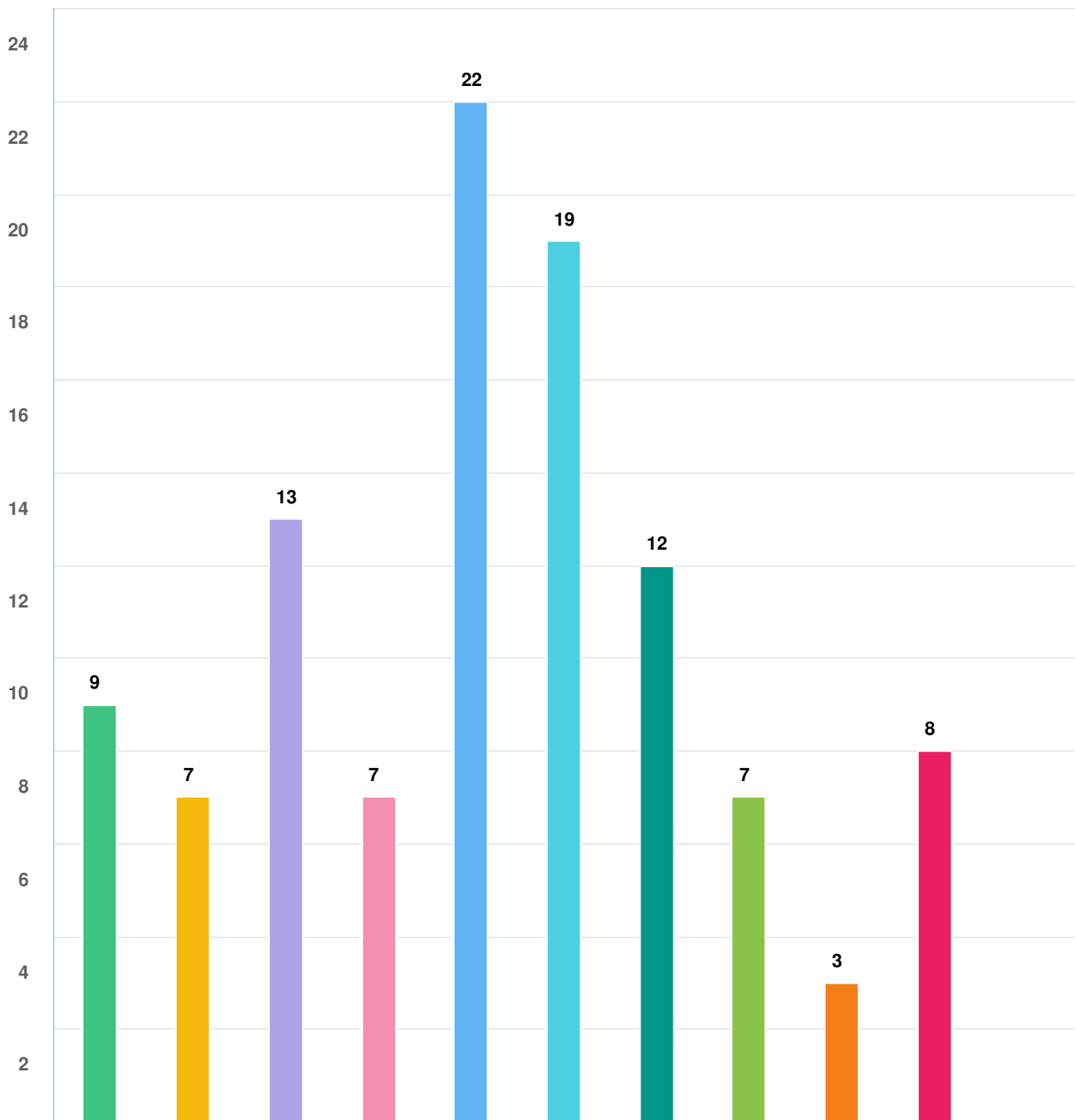
5/28/2024 11:26 AM

Local Tourist

Optional question (2 response(s), 31 skipped)

Question type: Single Line Question

Q5 Which of the following do you consider to be the most effective way of getting information from the Township? Check all that apply.

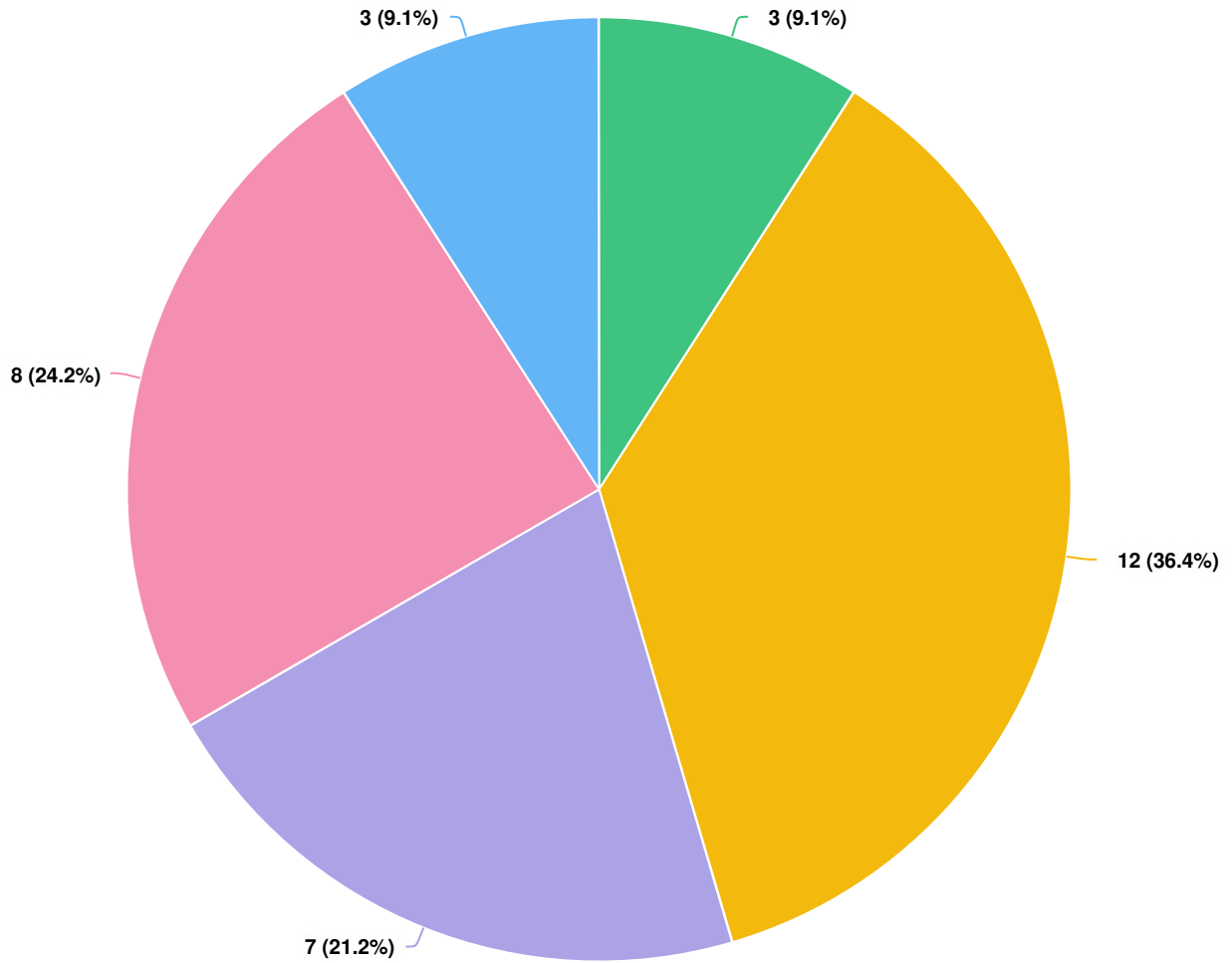


Question options

- Contacting a Member of Council
 ● Contacting Township Staff
● www.townshipofbrock.ca News
● Electronic signs
- Official Township Social Media accounts like Facebook, Twitter/X, Instagram LinkedIn
 ● E-Newsletter emailed monthly to your inbox
● Printed Newsletter mailed to your door
● Township Surveys
- Local Radio
 ● Large roadside signs
● Other

Mandatory Question (33 response(s))
 Question type: Checkbox Question

Q7 | Do you agree with this statement; I feel informed and knowledgeable about Township operations, events, projects and initiatives?

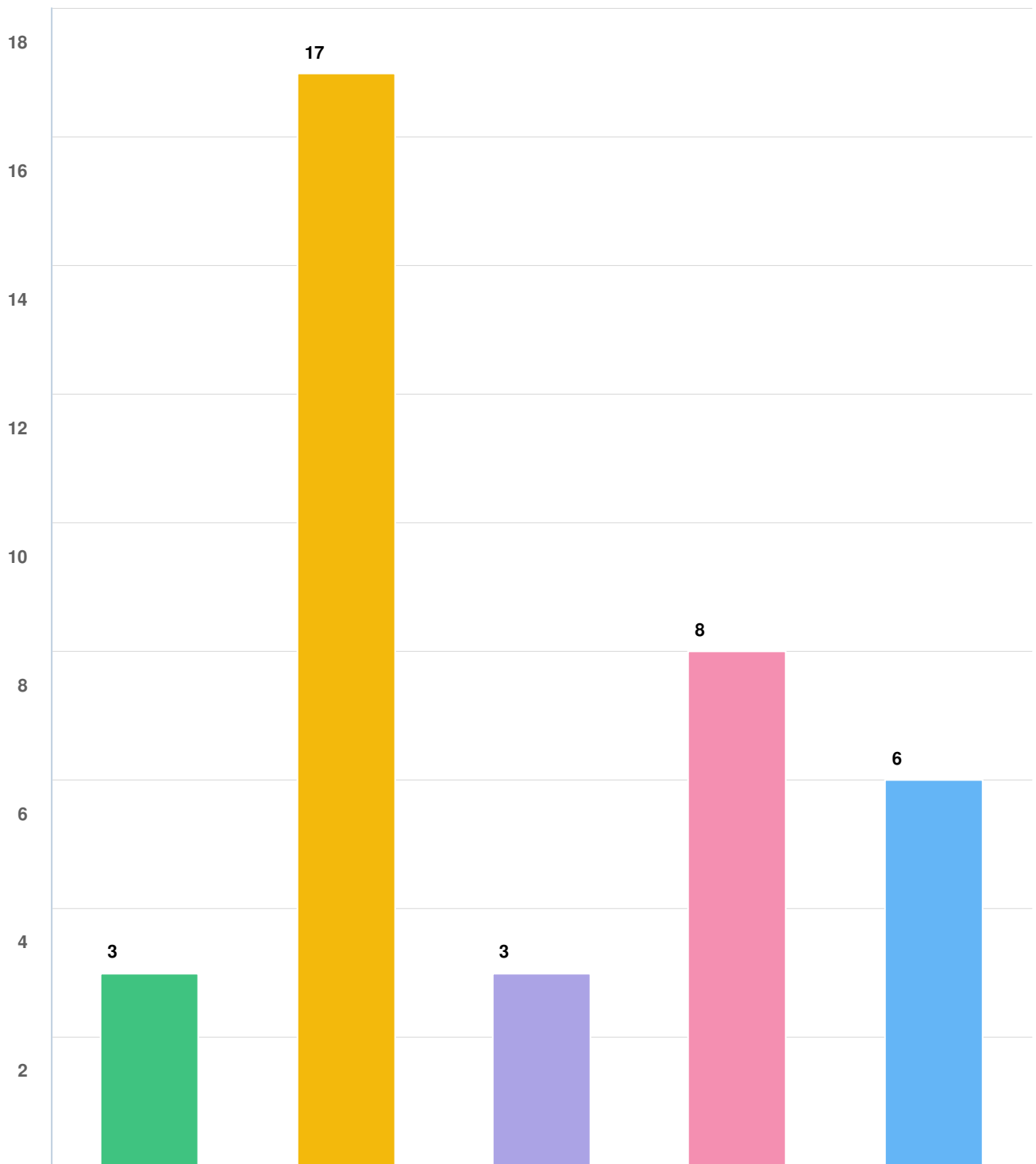


Question options

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree

Mandatory Question (33 response(s))
Question type: Radio Button Question

Q8 How frequently do you seek out Municipal news and updates from the Township?

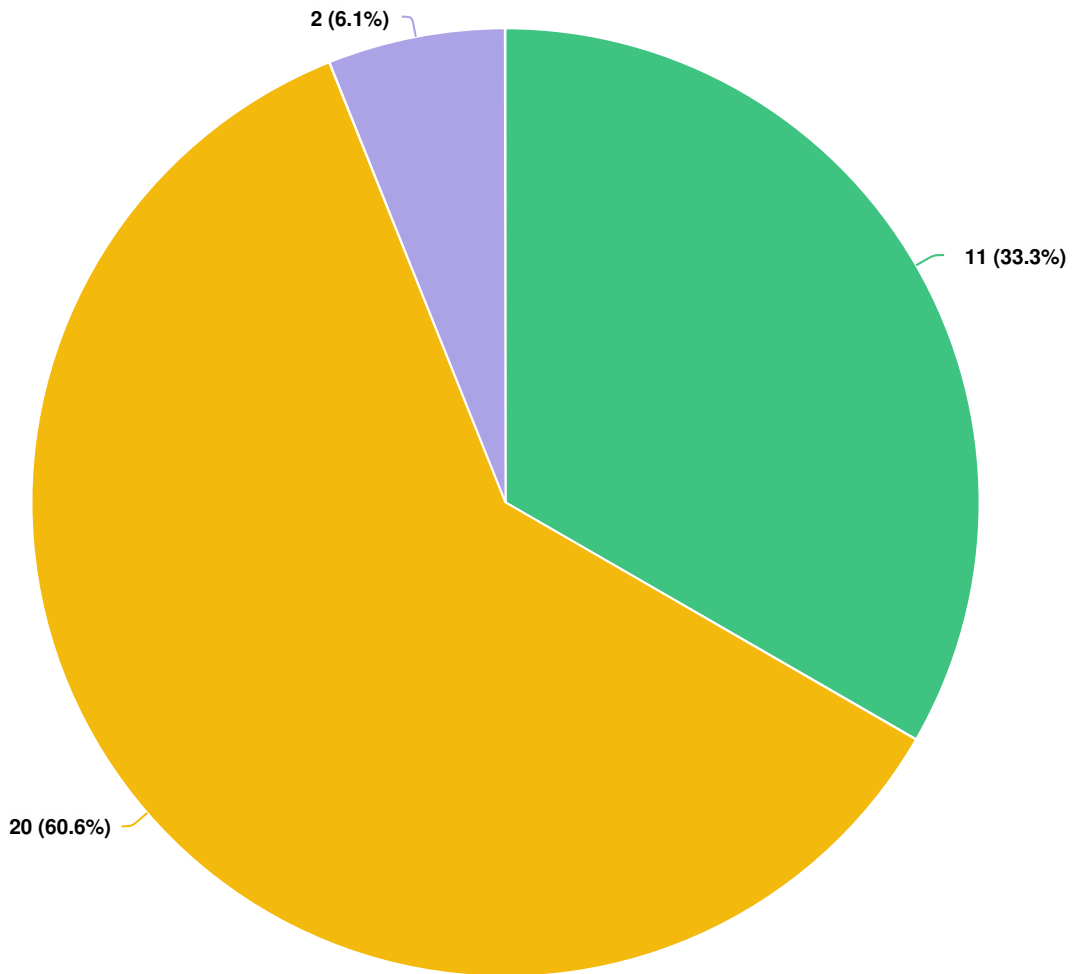


Question options

- Daily
- Weekly
- Biweekly
- Monthly
- I do not regularly check for updates

Mandatory Question (33 response(s))
Question type: Checkbox Question

Q9 Within the last year have you participated in a Township of Brock public engagement opportunity such as a public meeting, public information session and or public open house?

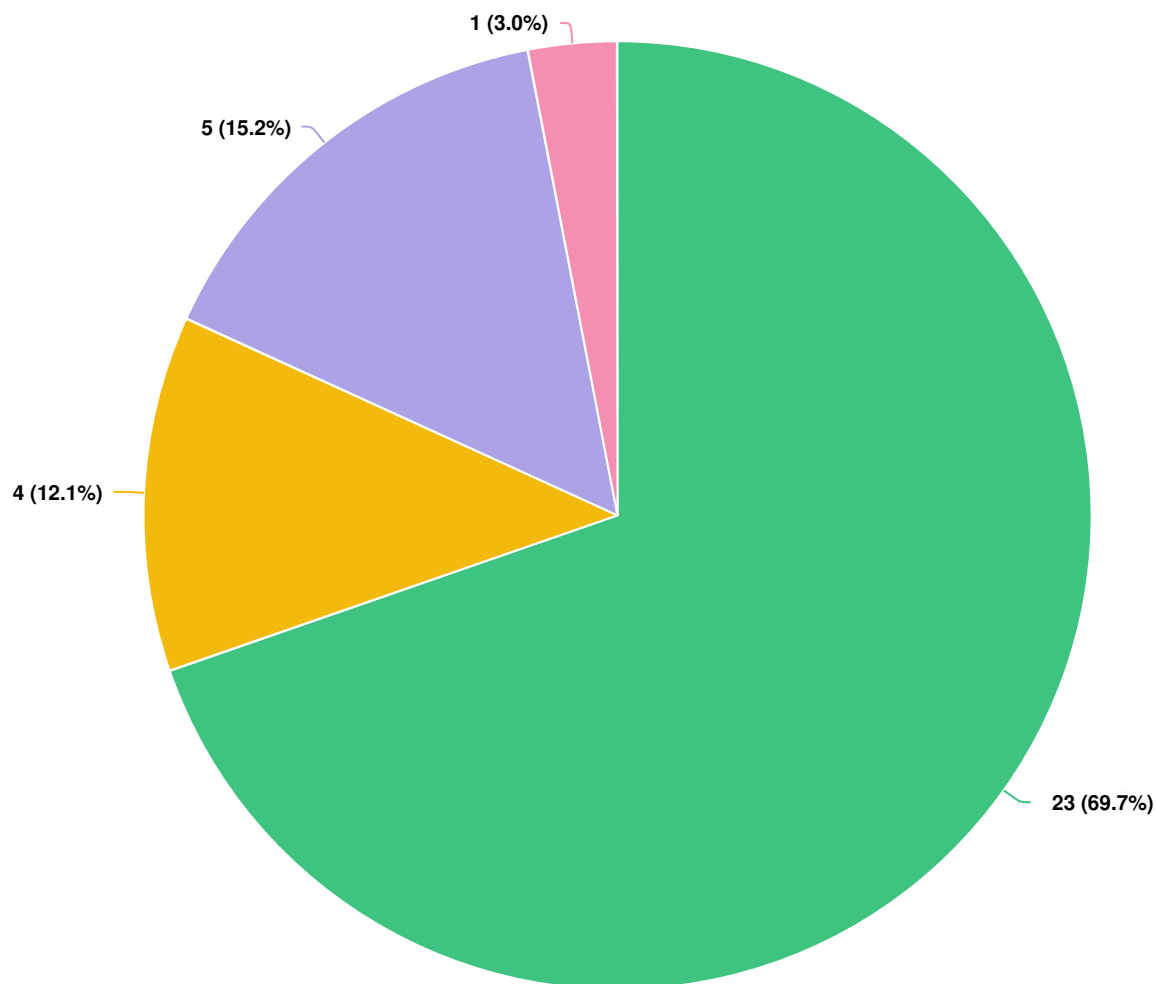


Question options

- Yes
- No
- Unsure

Mandatory Question (33 response(s))
Question type: Dropdown Question

Q10 | How often would you prefer to participate in a Township survey?



Question options

- Quarterly
- Bi-annually
- Annually
- Not participate

Mandatory Question (33 response(s))
Question type: Radio Button Question

Q11 | If yes, please specify how many

Anonymous 1
5/09/2024 07:24 AM

Anonymous 4
5/15/2024 04:39 AM

Anonymous 2
5/18/2024 11:19 AM

Anonymous 10
5/30/2024 08:18 AM

Anonymous 4
6/14/2024 07:35 AM

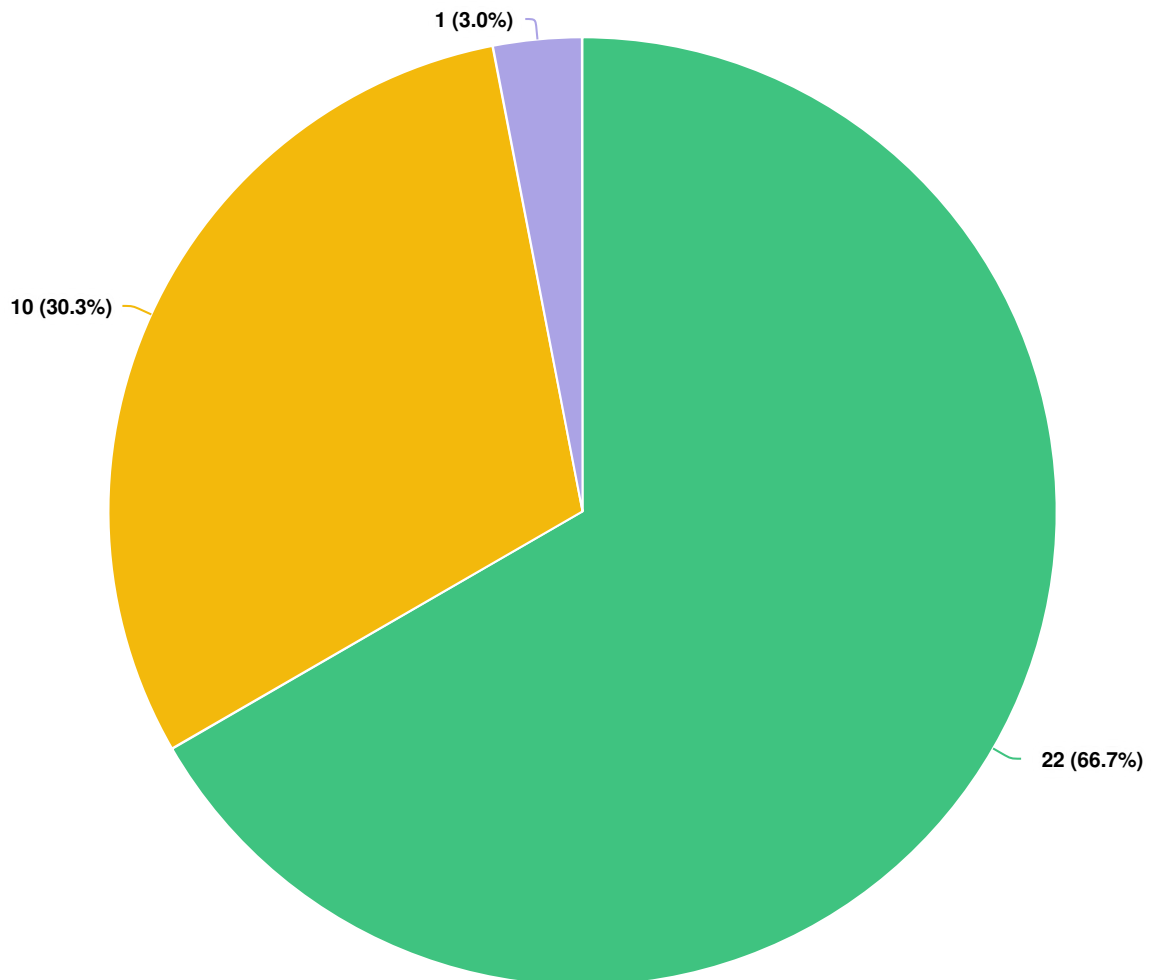
Anonymous 2
6/14/2024 08:54 AM

Anonymous 4
6/14/2024 09:32 AM

Optional question (7 response(s), 26 skipped)

Question type: Number Question

Q12 Within the last year have you participated in a Township of Brock survey such as a Sign Bylaw survey, Building Brocks 2024 Budget survey or King Street Park survey?

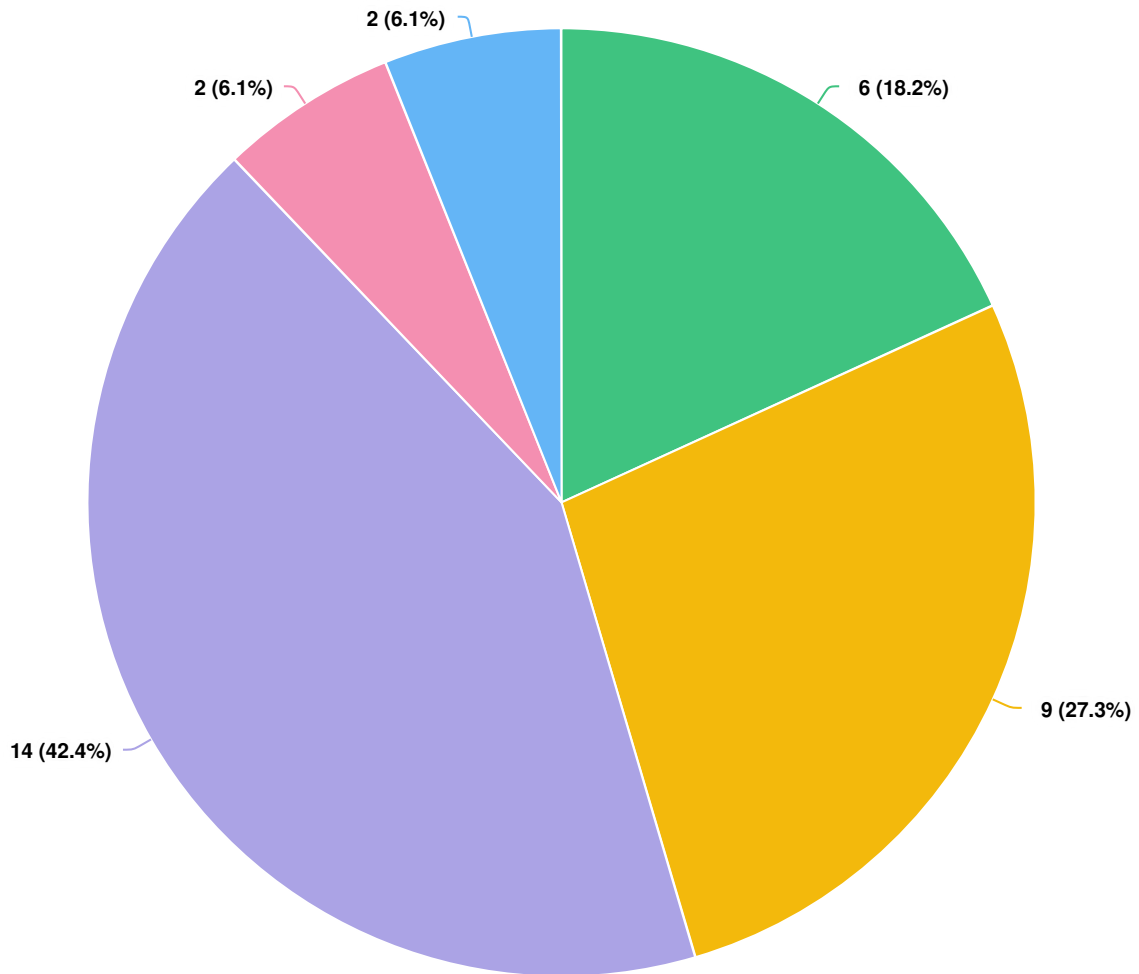


Question options

- Yes
- No
- Unsure

Mandatory Question (33 response(s))
Question type: Radio Button Question

Q13 | Do you agree with the following statement; I feel informed and knowledgeable about Council and the decisions of Council.

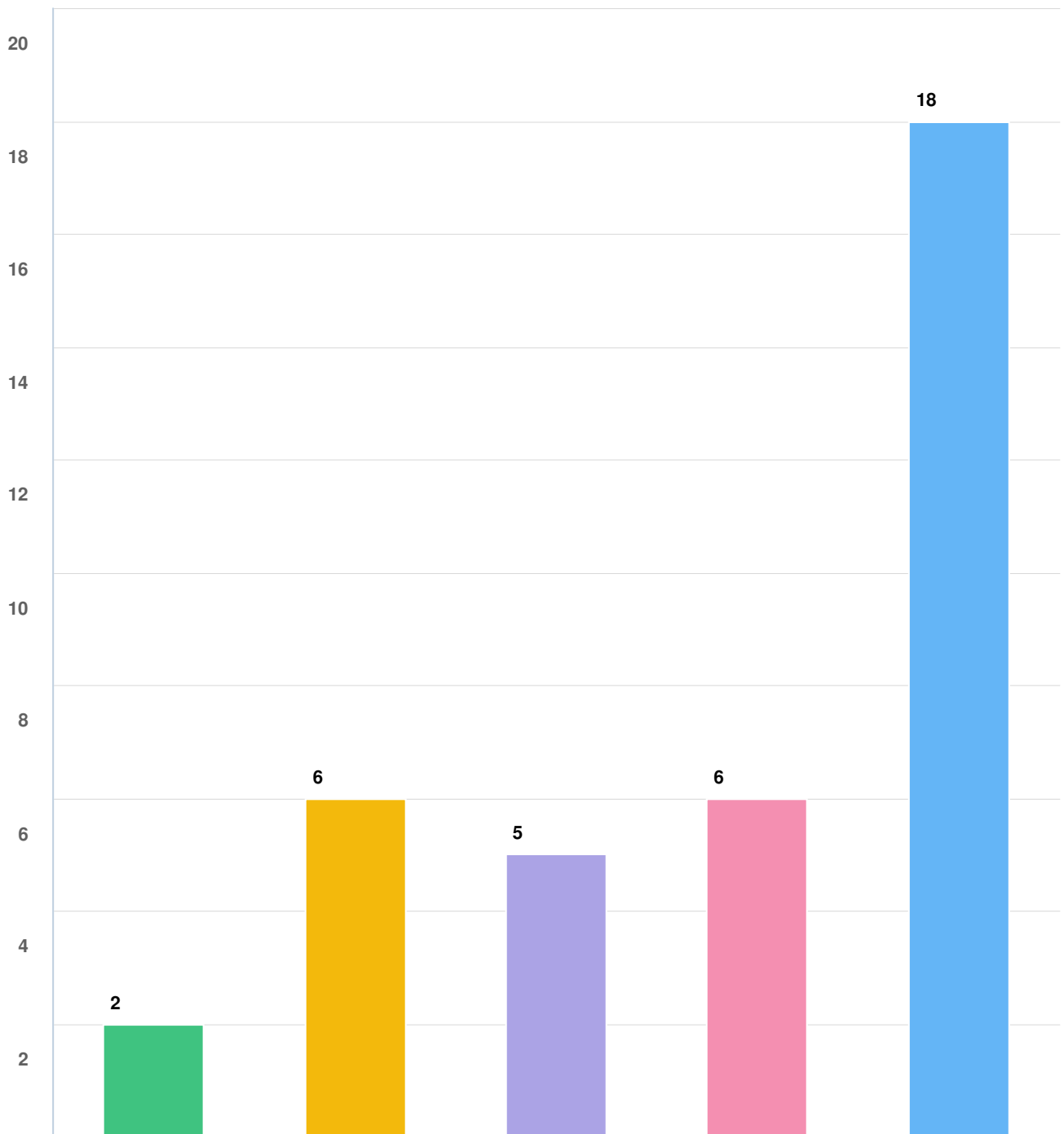


Question options

● Strongly disagree ● Disagree ● Neutral ● Agree ● Strongly Agree

Mandatory Question (33 response(s))
Question type: Radio Button Question

Q14 | If you feel well informed, how do you find out about Council meetings and discussions?
Check all that apply.

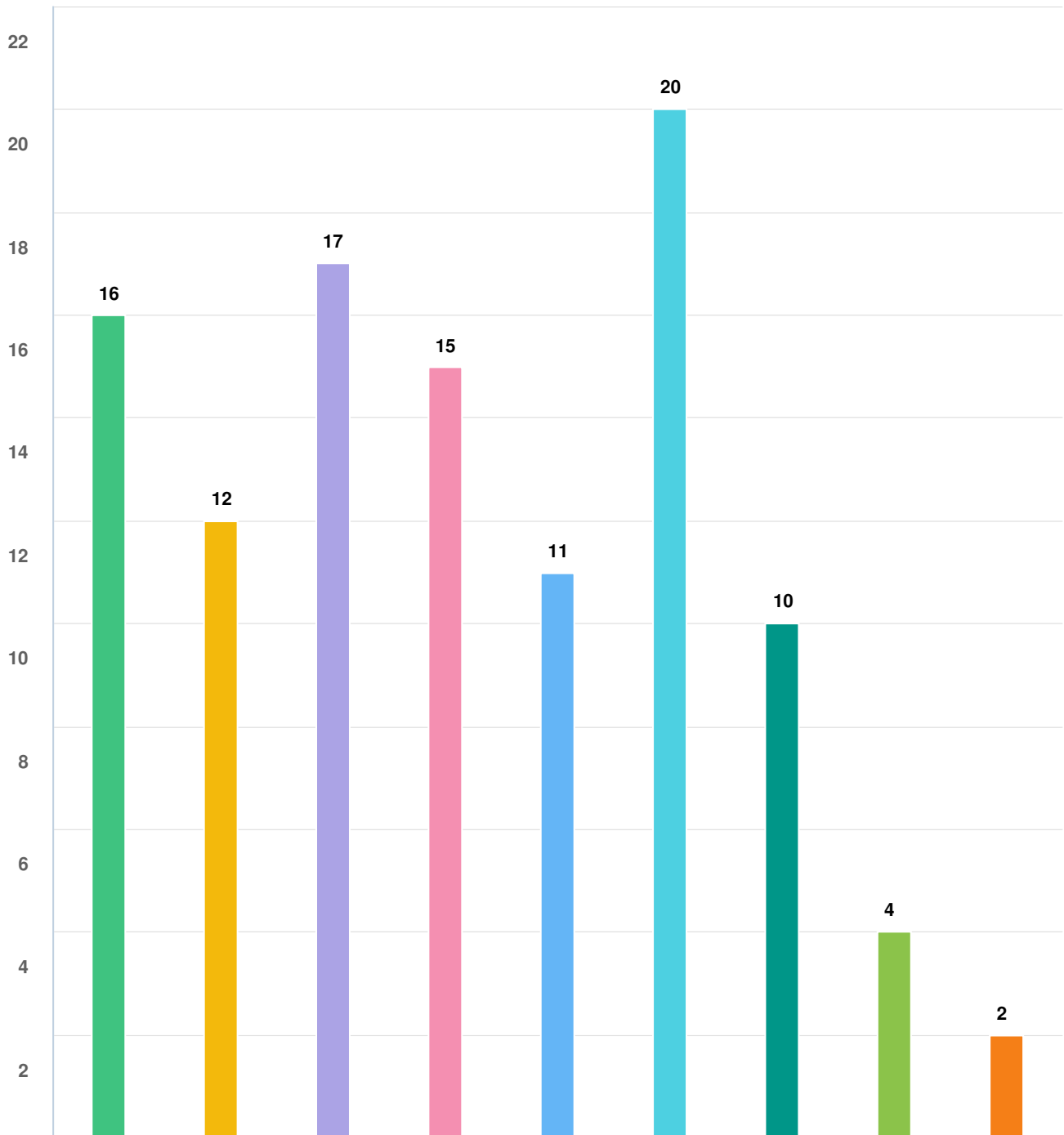


Question options

- Watching or attending Council meetings
- Council Highlights document on www.townshipofbrock.ca
- Township social media accounts (Facebook, Twitter/X, Instagram, LinkedIn)
- Individual Council members
- I do not feel informed

Mandatory Question (32 response(s))
Question type: Checkbox Question

Q15 | What services, if any, would you like the Township of Brock to offer or improve online?
Please select all that applies



Question options

- Registration for recreation programs
- Maps and open data
- Applying for licenses and permits
- Engagement and feedback opportunities
- Property tax and other online payments
- Submitting service requests (e.g reporting a pothole, broken streetlight etc..)
- Facility rentals
- None
- Other

Mandatory Question (33 response(s))
Question type: Checkbox Question

Q16 | If other, please describe

Anonymous

5/09/2024 02:22 PM

An area to submit concerns for the township to address issues and have ticket numbers affiliated with outcomes

Anonymous

6/14/2024 12:23 PM

Bylaw reminders and infringements

Optional question (2 response(s), 31 skipped)

Question type: Single Line Question

Q17 | In your opinion, how can the Township improve communications with residents (i.e. methods of communications) or what methods of communications would you like the Township of Brock to use?

Anonymous

5/07/2024 08:03 PM

Regular emails, not everyone is on Facebook. More information in mayor's letter/pamphlet sent out.

Anonymous

5/09/2024 03:38 AM

YouTube Channel with live meetings



5/09/2024 07:34 AM

First of all help the residents and don't hide behind the desks and be nice ! If there is any problem they need to help and explain every possible way to resolve because in my opinion and my experience with the town no one cares and they don't really want to explain or help people find the solution!

Anonymous

5/09/2024 02:22 PM

Come visit residents and have a chat about what it's like living in the area, engage in understanding what's working well and what barriers are being faced to get an understanding of what it's like being a resident without municipal ins

Anonymous

5/10/2024 08:31 AM

I like receiving the e-news and also count on information provided by Mike Jubb - he's the BEST!

Anonymous

5/10/2024 08:33 AM

Printed mailings are very good. Even though I receive lots of news via electronic formats, the information can get buried. A printed mailing is always there until you choose to throw it out.

Anonymous

5/15/2024 04:39 AM

Social media/website



5/16/2024 08:10 AM

The Twp. has 1800 likes I think I read and 2200 followers of the 12000 residents meaning that just over 1% of registered voters in Brock are up on what is going on unless they read it on another fb site. Some of the Buy/Sell fb sites have over 6000 members which is considerably more. I still find your website very difficult to navigate so I suspect others even older than I am and less tech-savvy would just be going around in circles trying to find how to communicate with whichever department they are looking for.

Anonymous

5/17/2024 11:42 AM

social media

Anonymous

5/20/2024 05:48 AM

Brock could better inform the community on actions and decisions made by Durham Region and other agencies that impact Brock. A recent example is the Beaverton Simcoe St Bridge and the lack of community communication on the status of the bridge. How does Durham's growth master plan improve infrastructure, regional and local services and support growth. The community may be interested in understanding the linkage between the levels of government.



5/28/2024 11:26 AM

I like subscribing to email updates

Anonymous

5/30/2024 08:18 AM

We need a non partisan newspaper. We are in a Brock news vacuum. We need accessible newsletter formats. We need an accountable council and we need trusted news sources. Using X or facebook is an unprofessional embarrassment to provide township news.

Anonymous

6/06/2024 02:59 PM

The township needs to simplify everything, especially communication. When it takes sometimes 48 hours or never at all a phone call return its so frustrating. Just answer the phone when it rings

Anonymous

6/14/2024 07:35 AM

I prefer the E-Newsletter. Maybe the council decisions can be included in the newsletter

Anonymous

Emailed updates ro all registered residents containing actual useful

6/14/2024 09:32 AM

information

Anonymous

6/14/2024 12:23 PM

I would prefer my counsellor to provide a bimonthly written report to be posted, delivered or emailed to each resident in our ward.

Anonymous

6/17/2024 06:07 AM

Direct feedback to all inquiries, bylaw issues etc, in clear and understandable language. Currently little communication or responses to inquiries which are not ambiguous rhetoric providing no real answers

Optional question (17 response(s), 16 skipped)

Question type: Essay Question

Q18 | Please provide any additional comments and/or feedback regarding Township communications services, activities and efforts

Anonymous

5/07/2024 08:03 PM

I appreciate the staff that work for the township, we are well cared for especially during the winter and spring thaw. i believe that the members on council are approachable, it would be helpful to know when they are attending community events and where to meet them. The traffic in Beaverton, especially on Main Street East with the bridge out, is of great concern. More of a police presence in some areas would be appreciated.

Anonymous

5/09/2024 03:38 AM

More communication on the Beaverton bridge, more resources allocated to Beaverton i.e. fitness classes, events


5/09/2024 07:34 AM

0 communication,0 services at all but there are 2-3 people who love to help even if not their responsibility!

Anonymous

5/09/2024 02:22 PM

Sidewalks needs to be placed in the beaveridge subdivision as well as speed bumps this has been communicated to council several times via email to Walter schumer who never addressed the safety concerns for our kids and still to this day nothing has been done

Anonymous

5/10/2024 08:33 AM

More is always better.



Do bright, vivid attention-grabbing E-Blasts to us so we can share

5/16/2024 08:10 AM

them on our pages to get important information out.


5/28/2024 11:26 AM

thank you for producing this survey software

Anonymous

5/30/2024 08:18 AM

A weekly written update of township projects would be a nice start. I would attend meetings but trying to decipher council agendas is nightmarish. Someone please update Beaverton about hwy #12 bridge, closed now for two years!!!

Anonymous

6/06/2024 02:59 PM

Overall usually i can get an answer, but sometimes it seems like know body knows who's in charge and who can answer questions especially in the works department

Anonymous

6/14/2024 07:35 AM

I really think it is time to scrap the zoom meetings and have council meet in person. There is no reason why the council can not attend in person. Covid is long gone.

Anonymous

6/14/2024 09:32 AM

Not enough activities for every age group. Retail infrastructure is sadly lacking given the increasing population. Medical options are non existent ie No doctors or walk in clinics in our area, no bloodwork facility, no xray facility thst operates on a daily basis. Limited diagnostic facilities.

Anonymous

6/14/2024 12:23 PM

Perhaps each counsellor could hold a public meeting for residents in their respective wards.....maybe 2-4 times per year.

Optional question (12 response(s), 21 skipped)

Question type: Essay Question